



*DELAWARE HEALTH
AND SOCIAL SERVICES*

Dear Medicaid Consumer,

On December 30, 2022, Delaware Medicaid caregivers will begin using Electronic Visit Verification (EVV) to verify when visits with you begin and end. As a provider of Delaware Medicaid services and to comply with the 21st Century Cures Act, they have to use EVV to document visits with you.

EVV verifies the visits that you receive for Delaware Medicaid Services and will ensure that your providers are paid for the services you receive. You can see a list of services that need EVV by visiting the [Delaware Medicaid website](#).

The device used to collect visit information looks like a smartphone. Your caregiver will use the device to clock-in and clock-out for every visit, whether at home or in the community. You may be asked to confirm the caregiver was in your home at the end of the visit. EVV is free to both you and your provider. The addition of EVV will not change anything for you or the services you receive.

If you have questions, please reach out to your case manager or care coordinator.